

REMARKS

This is in response to the Final Office Action mailed on January 12, 2005. With the present amendment, claims 1, 17 and 18 are amended. In addition, new claims 22 and 23 have been added and claim 21 has been cancelled. Applicants would like to thank the Examining Attorney for a thorough examination in the Final Office Action.

On page 9 of the Office Action, claims 1-21 were rejected under 35 U.S.C. §102(e) as being anticipated by Johnson et al. (U.S. Patent No. 6,067,525). Claim 1, as amended, recites "closing the client ticket session before a sale is executed, and once the client ticket session is closed, limiting further alteration of the client ticket." Applicants submit that the client ticket session recited in claim 1 is neither taught nor suggested by Johnson. Instead, Johnson teaches a time with customer component used by the salesperson during the phase of the sales process which occurs from the time a qualified lead is identified to the time a sale is completed. Accordingly, Applicants respectfully submit that claim 1 is in allowable form. Further, Applicants submit that dependent claims 2-16 are also in allowable form at least based on their relation to claim 1.

Claim 17, as amended, recites analyzing data contained in a first client ticket relative to data contained in a second client ticket. Applicant notes that Johnson neither teaches nor suggests creation and analyzation of multiple client tickets. Accordingly, Applicant respectfully submits that claim 17 is in allowable form.

Claim 18, as amended, recites "closing the client ticket session if a sale is not completed within a predetermined amount of time." Similarly mentioned above, Applicants note that Johnson neither teaches nor suggests closing a client ticket session before a sale is executed. Accordingly, Applicants submit that

claim 18 is in allowable form. Further, Applicants submit that claims 19 and 20 are also in allowable form at least based on their relation to claim 18.

New independent claim 22 recites "generating, for a given client, a multiple client ticket history that represents a plurality of interactions between a sales organization and the given client." Applicants note that Johnson neither teaches nor suggests a multiple client ticket history. Accordingly, Applicants respectfully submit that claim 22 is in allowable form. Further, Applicants submit that claim 23 is also in allowable form at least based on its relation to claim 22.

It is respectfully submitted that the amendments and new claims outlined herein are consistent with implications of allowable subject matter in the last Office Action.

In conclusion, Applicants respectfully submit that claims 1-20, 22 and 23 are allowable in their present form. Reconsideration and allowance of all pending claims, namely claims 1-20, 22 and 23, are respectfully solicited.

The Director is authorized to charge any fee deficiency required by this paper or credit any overpayment to Deposit Account No. 23-1123.

Respectfully submitted,

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